



2013

**Alamogordo Interagency
Dispatch Center
Orientation Guide**

**Initial Attack
Expanded Dispatch**

**Alamogordo Interagency Dispatch Center
3500 Airport Road, Box 10
Alamogordo, NM 88310
575-437-2286**

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Orientation

Welcome to Alamogordo Interagency Dispatch Center (ADC). We hope this detailer guide will be helpful during your stay with us. Enclosed you will find information about the Alamogordo Dispatch Center as well as information about Alamogordo and the surrounding area.

Upon arriving you will be given a brief tour of the dispatch center, expanded, and the air tanker base and provided the access code to the entrance gate and building. This code should not be shared with non-dispatch personnel. Please arrive at ADC ½ hour before your shift so that you can transition with the dispatcher you will be relieving. This will ensure a more efficient transition from one shift to the next. Please feel free to ask any questions that you may have or may come up. Communication and safety is the key to a successful dispatch center.

A local mobilization guide, standard operating procedures, and various other local guides and plans are located on a central bookshelf located on the IA floor bookcase to help you with your work while you are with us.

Mission of Alamogordo Interagency Dispatch Center

The mission of ADC is to provide fire and aviation resources support in a safe and expedient manner when requested for Initial Attack or extended support by any of our interagency cooperators. Those cooperators include:

USFS: Lincoln National Forest

BLM: Carlsbad, Roswell, and Las Cruces Districts

BIA: Mescalero Apache Reservations

NPS: Big Bend, Carlsbad Caverns, Guadalupe Mountain,
Chamizal National Memorial, White Sands National Park,
Fort Davis National Historic Site and Amistad National
Recreation Area

FWS: Bitter Lake, San Andres, Southwestern Native Aquatic
Research and Recovery Center,

NM State Forestry: Capitan District

Introduction

Alamogordo Dispatch Center provides dispatch services involving aviation and fire for Bureau of Land Management, USDA Forest Service, US Fish and Wildlife, NM State Forestry, Bureau of Indian Affairs, and National Park Service. These agencies cover approximately 22,000,000 million acres within the Pecos Zone. Resources respond to approximately 500 fires per year. The fuel complexity ranges from desert grass and shrub to thick stands of mixed conifer.

Safety and Security Policy

ADC may have only one person on shift by themselves. ADC does not staff two dispatchers at night unless needed. There will be a regular employee assigned as a contact for questions or emergencies. If there is an occurrence where you would happen to be at ADC by yourself after everyone has gone, ADC staff will make sure that the outside doors are locked and do a quick check on the rest of the doors in the building.

Sonic Booms

Don't be alarmed if during your stay here at ADC, you hear a loud "BOOM"! Due to our location next to Holloman Air Force Base, we quite frequently experience Sonic Booms. These sounds are associated with the shock waves created by an object traveling through the air faster than the speed of sound. The Sonic Booms here at ADC are often loud enough to rattle windows and doors.

ADC Evacuation Plan

In the event of an emergency where the dispatch center, expanded and the tanker base must be evacuated, everyone is to meet at the established area: **Alamogordo Airport, Hertz Rental Parking Lot**

Walk, Don't Run! Please make it a point to know all the possible exits in the building.

Alamogordo Air Tanker Base

The Alamogordo Air tanker Base is located just southwest of the dispatch building. It is a heavy air tanker base with the capabilities to load and support SEATs. The base facilitates air operations for incident and agency needs such as retardant/water drops or transport and equipment. There are three loading pits and large areas for other types of aircraft and helicopters to park. The tanker base can have up to 8 heavy air tankers stationed here during fire season.

Directions to ADC

El Paso, TX

From I-10, take US-54 East out of El Paso

Continue on US-54 for approx. 74 miles

Turn right onto US-70 W

Take a left on Airport Road

After speed bump, take immediate right and follow road

ADC is the first tan building behind the keypad entry.

From Albuquerque, NM

Take I-25 South for 85 miles

Take Exit 139 for Carrizozo/San Antonio on US-380

Continue down US-380 for 65 miles

Turn right onto US-54/Central Ave, travel for 45 miles

Continue straight onto US-54/70/St Francis Drive for 15 miles

Take ramp to the right for Las Cruces US-70 West/Truck-by-pass

Continue on US-70 West

Turn left onto Airport Road

After speed bump, take immediate right and follow road

ADC is the first tan building behind the keypad entry.

From Las Cruces, NM

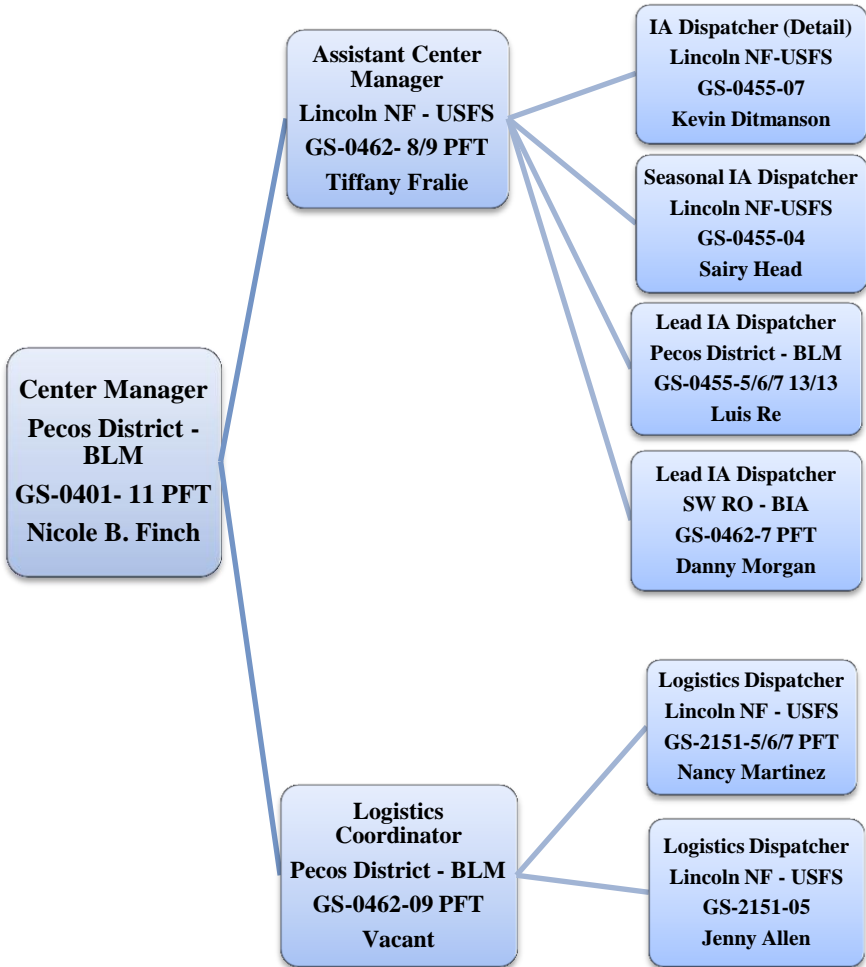
Take US-70 East for 63 miles

Turn right onto Airport Road at first stop light

After speed bump, take immediate right and follow road

ADC is the first tan building behind the keypad entry.

ADC Organizational Chart



ADC Staff Contact Information

NAME	WORK	CELL
Nicole Finch BLM Center Manager	575-439-6001	575-415-1606
Tiffany Fralie USFS Asst. Center Manager	575-439-6003	575-430-6892
Vacant BLM Logistics Coordinator	575-439-6002	
Luis Re BLM IA Dispatcher	575-439-6005	575-937-2045
Danny Morgan BIA Dispatcher	575-439-6006	505-239-9352
Kevin Ditmanson USFS IA Dispatcher	575-439-6004	
Nancy Martinez USFS Logistics Dispatcher	575-439-6007	575-430-6844
Jenny Allen USFS Logistics Dispatcher	575-439-6009	
Sairy Head USFS Seasonal IA Dispatcher	575-437-2286	

Office Operations

Phones

ANSWERING/TRANSFERRING CALLS

Incoming calls to the main dispatch line can be answered by picking up any phone on the IA floor. Calls may be placed on hold by pressing the HOLD button or transferred by pressing TRANSFER and then dial 7 + the four digit extension. You must press TRANSFER again to finalize transfer. (See extension list by each phone).

A call can be placed in PARK mode, which will allow anyone in the building to pick up a line from any phone. Press the MORE button, then press PARK. The phone will display a number "Call park At 200". Call can now be picked up by anyone by dialing 200 from any phone.

PLACING CALLS

Because the phones do not allow a lot of time to dial a number before giving you an error, it is best to dial first with the phone still in cradle. Once number is complete, pick up phone, which will automatically start dialing.

SPEED DIALS

There is a list of speed dials at every desk. These numbers include cooperating agencies, law enforcement agencies, etc.

With the phone hung up, dial the speed dial number than press **AbbrDial** button located on the phone screen.

MESSAGES

If you come in and the message light is blinking, the voicemail code should be labeled on the phone. Press **Messages** and follow the prompts. A label with the passwords for voicemail should be located on each phone on the IA floor and in expanded.

SPEED LOADERS

There is a speed loader (Pecos Zone phone book) located at each

desk that contains contact phone numbers and other useful information for personnel and offices within the Zone.

INCOMING CALLS

Answer the phone: “Alamogordo Dispatch Center, this is (state your name.)”

For Every Phone Call:

1. Get the caller’s name
2. Who would they like to speak to?
3. Concerning what?
4. Get call back number.

Write this all on a phone message slip if you are taking a message. *On every message slip, remember to write the date, time, and your name.*

Dispatch receives many different types of phone calls, not just reports of fire or requests for firefighting resources. We frequently receive calls intended for other departments within the Supervisor’s Office or our cooperators, or for general information. Depending upon the activity level and your comfort level, you may be able to answer some questions, or you may need to transfer them to another department. If you are not sure how to handle a call, place the caller on hold and inform a floor coordinator of the call. Below are some examples of frequent scenarios that come up throughout the year:

SMOKE REPORTS ---Transfer to appropriate Dispatcher, so they can get into WildCAD, i.e. East Side, West Side, or BIA. DO NOT take the information and hang up.

UPDATES ABOUT ONGOING FIRES – if the call is from the public or the media (radio, television, newspaper), transfer the call to the center manager, assistant center manager, or a PIO if one is established for an ongoing incident. DO NOT answer media questions.

PUBLIC USE RESTRICTIONS – There could be restrictions on outdoor burning, campfires, and woodcutting. These can differ between agencies and Forests so be sure you know where the caller is asking about and the current restrictions. Transfer the call to the Floor Coordinator if you feel more comfortable.

BURNING NOTIFICATIONs – When individuals call in with information for a private burn on personal property, ask for their name, contact information, and which county they reside in. Relay this information to the corresponding county sheriff office.

FIREWOOD & CHRISTMAS TREE PERMITS – Transfer these calls to the Lincoln National Forest Supervisor's Office Front Desk (extension 77200).

CONTRACTS – For calls pertaining to individuals seeking to establish a contract with the Forest Service, inform them they need to contact The Region 3 Contracting Officer Anne Weiskircher at 928-33-6310.

AIRCRAFT – All information pertaining to Aircraft needs to be transferred to the Aircraft Dispatcher or Floor Coordinator if the Aircraft Dispatcher is unavailable.

CREWS, EQUIPMENT, OVERHEAD, OR SUPPLIES – These calls can be transferred to the Logistics Dispatcher if available, or Expanded Dispatch if it has been established.

If you cannot give assistance right away, take their number and call them back with the information requested. This office strives to deliver a high level of customer service from all employees including detailers.

Home phone numbers and personal cell phone numbers are not to be given out.

Computers

Do not load any unsolicited software on the computers as all software must be approved the system administrator. Do not change the look of the computer screens by adding screen savers or other items.

If you have been entrusted with access to a file or to use certain programs, respect that trust and do not delete or change these files without permission. The internet should only be used for work-related business while on assignment.

Fax Machine/Printers

The main dispatch fax machine is located along the north wall. There is also a fax machine located back in expanded. The fax machines have speed and one touch dials programmed into it. Most of the faxes come in on this machine.

The printer on the IA floor (Apr-1) is a network printer and mapping instructions can be found in the Operations Handbook located on the IA floor. The color printer in Expanded (Phaser) can be installed using a CD. The Canon Copier/Printer located across the hall from expanded, is also installed using a CD.

Personal Items

Time Keeping

You are responsible for keeping track of your own time. You should use the pink OF-288 Emergency Firefighter Time Report form. It is recommended that you complete the form daily and have the form signed by your supervisor at the end of each pay period and at the end of your assignment. The white copy of the form is to remain at ADC for our records. You are given a thirty minute lunch which must be reflected on your timesheet. If you are unsure how to code your time we would be happy to assist.

Lodging and Transportation

If assigned to ADC, you will be on per diem. While on per diem you are expected to pay for your own meals and lodging. We will be happy to assist you in finding a room or directing you to a restaurant. There is a list of hotels and restaurants included in this packet.

Per Diem rates for Alamogordo fall under the standard rate of \$77 for lodging and \$46 for meals and expenses.

Dress Code

Casual dress on weekdays is acceptable. On weekends you may wear respectable shorts (knee length). Shoes must be worn at all times. If you wear flip flops you must keep them on at all times. No socks or slippers permitted. The air conditioning here at dispatch can be unpredictable, please dress in layers and make sure to bring a sweater or jacket.

Schedules

You will be assigned schedule when you arrive for work. This schedule will typically be between 8 and 12 hours per day depending on the workload. The Expanded Supervisor will determine shift lengths for expanded dispatch help.

Refrigerator and Appliance Use

There is a full kitchen located at ADC. You are welcome to use the refrigerator, microwave, stove/oven, coffee pot, and dishes. We ask that you simply clean up your dishes and the area after each use. Be sure to label your items in the refrigerator and to clean out all personal food items before you leave. Coffee is purchased by individuals at ADC, so please add money to the pot for each cup you drink.

ADC has a washer and dryer available for detailers to use. There is laundry soap and dryer sheets available to use. Please keep clean area after use.

First Aid

There is a First Aid cabinet located between the bathrooms that stores basic first aid supplies. Feel free to use items as needed.

Local Area Hospitals

Gerald Champion – (575) 439-6100

2669 Scenic Dr, Alamogordo

Lincoln County Medical Center - (575) 630-0362

213 Sudderth Dr · Ruidoso

Initial Attack Procedures

Each Initial Attack desk on the IA floor has an Operations Handbook in a yellow binder. ADC SOP's, Expanded Dispatch Plan and a Service and Supply Plan are located on the bookshelf on the IA Floor. Please refer to the guides for instructions. We are always open to new or easier methods of operation or ways of conducting business. Feel free to offer suggestions or ideas.

We use WildCAD as our daily, incident and business log. Just about everything that happens in the dispatch center is logged into WildCAD. We have an Initial Attack daily checklist located on the IA floor. We will need to make sure this is completed on a daily basis. It's a helpful reminder to make sure we get everything accomplished.

All resources in the Pecos Zone are tracked using WildCAD. Administrative resources may also wish to be tracked using WildCAD; they too must be accounted for at the end of the day before ADC closes.

ADC uses ROSS for all initial attack incidents that require resource orders for cooperating agencies as well as incidents that go into extended attack. Firecodes will be issued by the IA Floor supervisor or permanent ADC Staff.

Each IA dispatcher will complete a shift briefing form at the end of the day. Please include any pending orders, issues that need followed up on, signification events, information on new incidents or incident transitions, anticipated mobs or demobs of incidents, tasks that still need to be completed, etc.

Radio Etiquette

Use clear, plain language – No “10” codes! Be sure to repeat the information transmitted back to the unit to make sure you understood their message – you may summarize it.

The radios in the office receive well so you don't have to shout. Please refrain from talking or making noise near the radios when a dispatcher is transmitting.

ADC uses **Moducom Radio Systems**. There are detailed instructions located in the Operational Procedures Handbook on how to operate this system.

It is very important that before speaking, key the microphone and wait for two seconds. This prevents the first part of your transmission from being cutoff. Also keep the microphone keyed for two seconds after your transmission.

The IA floor is divided into three areas when dealing with radio transmission. The "East" side, "West" side and BIA. Each area will have an assigned IA dispatcher for the day. If at any point the West side becomes extremely busy, handling of the radio transmission can be broken down even further to North and South Zone.

Radio Technicians

FS- Ernie Trujillo	575-590-1134
BLM/NPS- Rigo Ortega	575-420-2544

Document!!!! Log each radio transmission into WildCAD logs. Also, use forms for Lookout and Incident Weather Reports, etc.

Expanded Dispatch Operations

Expanded Dispatch is located in the conference room on the west side of the dispatch center. Please head directly to expanded and check in with the EDSP. Expanded is equipped with computers, phone directories, mobilization guides, local maps, etc.

ADC utilizes WildCAD in order to keep agencies resource contact information. Most resources listed in the WildCAD directory has an email address listed as well, which can be helpful for emailing out Resource Orders. If you would like to have WildCAD mapped to your computer as one of the permanent staff for assistance.

Resource Orders

ADC uses ROSS for all incident ordering. For orders coming into ADC Expanded, make sure Duty Officers are contacted first for resource showing available. **Document! Document!** Document all actions taken on an order.

Shift Briefing

Each dispatcher will fill out a shift briefing form at the end of their shift, which will include any pending orders, significant events, anticipated mobs or demobs, or issues that need to be followed up on.

Shift Briefings can be found in the drawer labeled FORM in expanded dispatch.

Silver City Fire Cache

NM-SFK is located in Silver City NM. The cache supplies Region 3 and is part of the National Cache System. This is the primary ordering cache for all incidents within the Pecos Zone. Cache catalogs are located in IA and Expanded.

ADC utilizes ROSS for all supply orders. It is suggested you work closely with the cache so things run smoothly. A call to let them know an order has been sent through ROSS is a good idea.

The Silver City Fire Cache can be reached at 575-538-5611

Ground Support and Inspections

If ADC has a need for ground support, it will be accessed through expanded during large incidents. All equipment inspections will be arranged through expanded as well.

All contract equipment will be inspected upon arriving at an ADC incident. Contract equipment will be inspected before leaving for an incident out of the Zone. Most inspections will occur at ADC, but due to the size of the zone, they may be conducted in other locations. See the IA supervisor to help coordination inspections.

Sato Travel Procedures

ADC uses SATO as their emergency travel management center. We have a travel binder that covers step by step the process for arranging travel for emergency incidents. There is a blank travel itinerary form in the binder that simplifies the process. Just have a copy of the person's resource order printed out and you'll be able to set up any travel easily. Make sure you have the resources Date of Birth and Name as listed on their Drivers License before calling SATO.

Full time government employees are required to make their own travel arrangements for non-emergency travel on their own card and Gov Trip account.

Restaurant & Hotel Information

Alamogordo Restaurants

Airport Grill	439-1093	Alamogordo Airport
Applebee's	434-2616	1355 S. White Sands
Bamboo Garden	437-5552	2617 N White Sands
Blake's Lota Burger	434-0466	1320 N White Sands
Brown Bag Deli	437-9751	1504 E 10 th Street
Burger King	437-9297	117 S White Sands
Can't Stop Smokin BBQ	437-4227	900 10 th St.
Carino's Italian Restaurant	434-2615	260 Panorama Blvd.
Chili's Bar/ Grill	437-5903	202 Panorama Dr.
Country Kitchen	434-3431	1201 New York Ave
Denny's	437-6106	930 S White Sands
Domino's Pizza	434-3030	811 First Street
El Camino	437-8809	1022 White Sands
GiGi's Pizza	434-5811	600 S White Sands
Golden Corral	439-8359	261 Panorama Dr
Golden Palace	434-2136	700 1 st St
Hi-D-Ho Drive In	437-6400	414 S White Sands
Juan's Cactus Café	434-2368	3199 N White Sands
Kentucky Fried Ckn.	437-4700	730 S White Sands
La Hacienda	443-1860	804 N White Sands
Little Caesar's Pizza	434-5072	616 S. White Sands
Long John Silver's	434-0330	19 S White Sands
New China	434-9100	607 S White Sands
Margo's Mex. Food	434-0689	504 East 1 st Street
Maria's Mex. Food	434-4549	604 East 10 th Street
McDonald's	437-2414	222 S White Sands
Mom's Home Cookin	439-0288	604 1 st St
Papa John's Pizza	437-5678	418 S White Sands
Pepper's Grill	437-9717	3200 N White Sands

Pizza Hut	437-9785	120 S White Sands
Pizza Mill	434-1313	10th St. @ Oregon
Pizza Patio	434-5885	3199 N White Sands
Quiznos	434-1477	222 S White Sands
Si Senor	434-7879	1480 N. white Sands
Sonic Drive In	437-6505	504 S White Sands
Subway	437-0200	1101 10 th Street
Sunset Run	434-9000	54 McDonald Rd
Taco Bell	437-3873	201 Panorama Blvd
Stella Vita	434-4444	902 New York Ave.
Waffle & Pankcake	437-0433	950 S White Sands
Wendy's	437-0865	301 S White Sands
Wok Inn	434-4388	1010 S White Sands

Alamogordo Hotels

Ace Motel	437-5671	2615 N White Sands
Alamo Inn	437-7000	1450 N White Sands
Best Western	437-2110	1021 S White Sands
Budget 7 Motel	437-9350	2404 N White Sands
Classic Inn	437-0210	710 N White Sands
Comfort Inn & Suites	434-4200	1020 S. White Sands
Days Inn	437-5090	907 S White Sands
Economy	437-1850	508 S White Sands
Hampton Inn	439-1782	1295 Hamilton Rd
Holiday Inn Express	434-9773	100 Kerry Ave
Monte Vista Apts.	434-9089	1776 East 1 st Street
Motel 6	434-5970	251 Panorama Blvd.
Quality Inn	437-7100	1401 S White Sands
Satellite Inn	437-8454	2221 N White Sands
Star Motel	434-6000	2500 N White Sands
Super 8 Motel	434-4205	3204 N White Sands
White Sands Inn	437-2922	1101 S White Sands

Notes

[illegible]

Notes

[illegible]

Alamogordo Dispatch Center After Action Review

After your detail at ADC, do you have any.....

Comments? _____

Concerns? _____

Suggestions for improvement? _____

If you would like to turn this in, please place in a blue envelope and place in either Nicole or Tiffany's mailbox slot. Thank you!!